



Perfect data is perfectly possible with Utopia.

Operations Guide for SAP Asset Information Workbench by Utopia for S/4HANA

Release 1909

Document History

The following table provides an overview of the most important document changes and approvals.

Version	Date	Description	Name
1.0	29-08-2019	Initial version	Mani Balakrishnan
2.0	20-03-2020	Updated for SP01	Mani Balakrishnan
3.0	01-06-2020	Update for SP01 IAM	Vihang Bhandari

Approval History

Version	Date	Description	Name
1.0	13-09-2019	Initial version	Lyle Snyder
2.0	24-03-2020	Approve AIW 1909 SP01	Lyle Snyder
3.0	05-06-2020	Approved Update for SP01 IAM	Lyle Snyder

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Getting Started

This technical operations manual is the start point for operating a system that runs on SAP NetWeaver and precedes the application operations guides of SAP Business Suite. This document contains operation-specific information on SAP Asset Information Workbench (AIW) by Utopia.

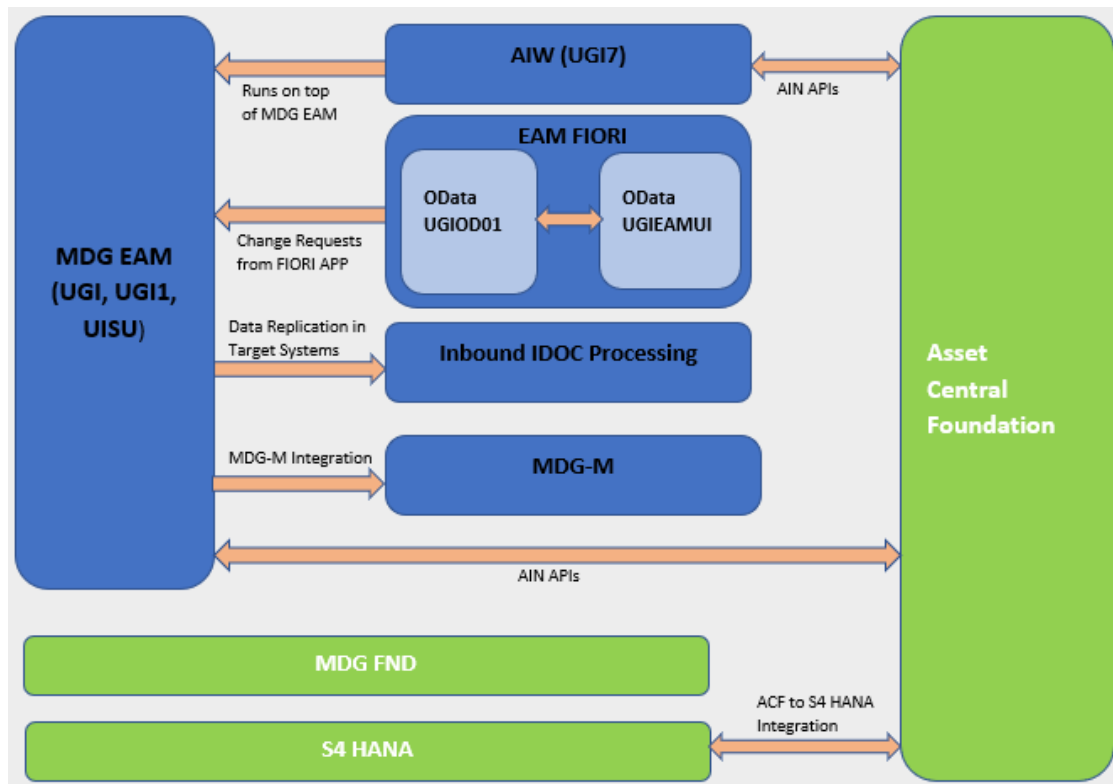
For general information on system administrator activities, monitoring, and management of Master Data Governance, change management and support desk management, see https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE > Application Operations Guide under the Operations tab.

AIW component-specific hierarchy related to support desk management is listed as part of this document.

Current version

- On the SAP Help Portal: help.sap.com/viewer/p/AIW

Technical System Landscape



Component Matrix

The UGI7 Base application a mandatory minimum requirement. Fiori is an optional component.

AIW	Fiori (oData and UI)		Functions Supported
UGI7			SAP Asset Information Workbench by Utopia
UGI7	UGIOD02	UGIRUI02	Asset Information Workbench with Fiori

Logging and Tracing

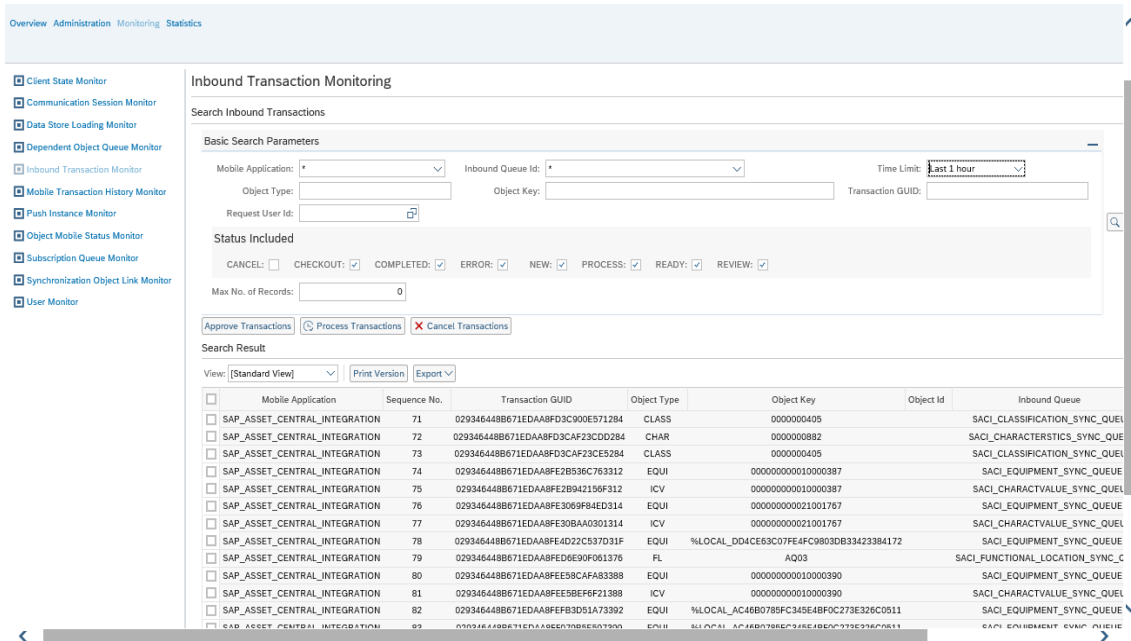
The AIW uses objects built within the Utopia EAM and standard MDG Application Framework. Refer to the EAM 1909 Operations Guide for details.

MDG IAM Integration Details

In IAM integration we receive inbound transactions from Asset Central Foundation for any objects created or changed for Equipment or Function Location.

Path: Execute TCODE: /SYCLO/ADMIN → Click on Monitoring tab → Click on Inbound Transaction Monitor.

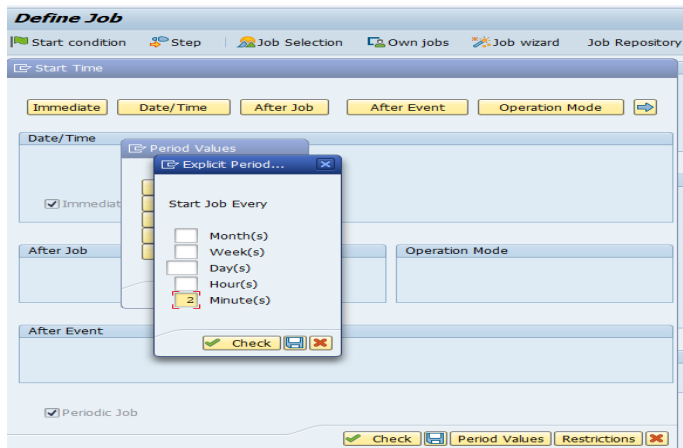
As shown below.



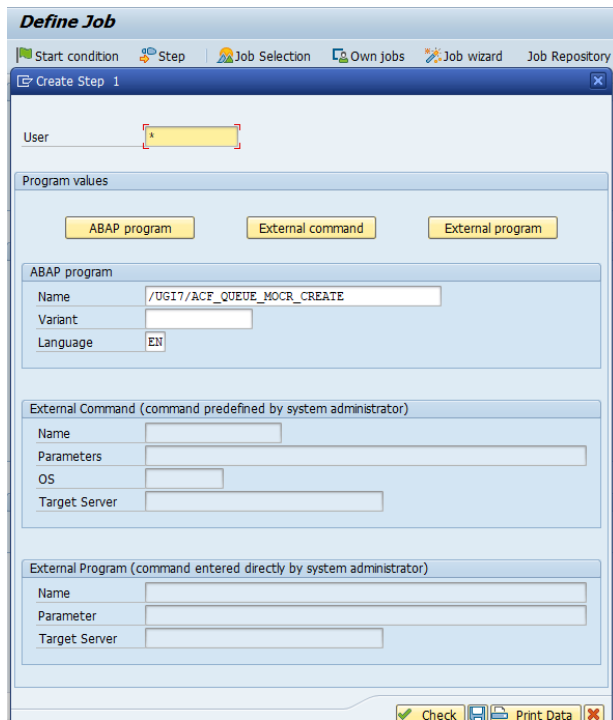
To capture inbounds coming from Asset Central Foundation, we have report /UGI7/ACF_QUEUE_MOCR_CREATE to be scheduled from Tcode SM36 in regular interval (Periodic time of 2-3 mins). Respective job and output of it can be validated from Tcode SM37 as shown below.

SM36:

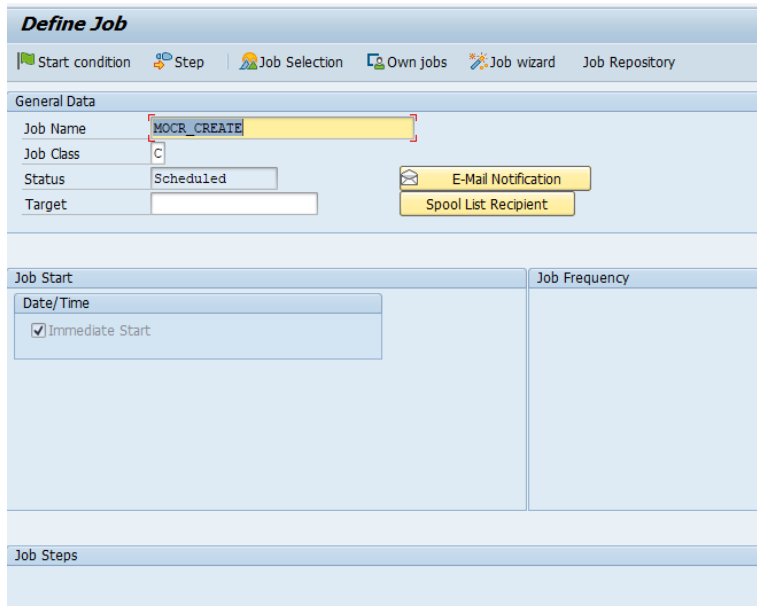
1. Click on **Start condition** button and set periodic time for every job (Ideal time – 3 mins) and Save it.



- Click on **Steps** button and provide Username (consider using a Generic User as recommended by your BASIS team, which is used to execute this report as MOCR will appear to be created by this user) & Program name and Save it. Shown below.



- Your Job will be schedule once you click on Save button from main screen. Shown below.



SM37:

- Give job name same as given in SM36 and execute the transaction.

Simple Job Selection

Execute Extended Job Selection Information

Job Name: MOCR_CREATE

User Name: *

Job Status: Sched. Released Ready Active Finished Canceled

Job Start Condition

From: 01.06.2020 To: 01.06.2020

Or after event: [dropdown]

Job Step

ABAP Program Name: [input]

5. Check the Job Logs as show below.

Job Overview

Refresh Release Spool Job log Step Job details Application servers

Job overview from: 01.06.2020 at: : :
to: 01.06.2020 at: : :
Selected job names: MOCR_CREATE
Selected user names: *

Scheduled Released Ready Active Finished Canceled
 Event-Driven Event ID:
 ABAP program Program name :

JobName	Spool	Job doc	Job CreatedB	Status	Start date	Start Time	Duration(sec.)	Delay	Cl1	Reason for Delay
<input checked="" type="checkbox"/> MOCR_CREATE				Active	01.06.2020	05:53:07	69	0	100	
*Summary							69	0		

Support Desk Management

Support Desk Management enables you to set up an efficient internal support desk for your support organization that seamlessly integrates your end-users, internal support employees, partners, and SAP Active Global Support specialists and Utopia Global Support specialists with an efficient problem resolution procedure.

For support desk management, you need the methodology, management procedures, and tools infrastructure to run your internal support organization efficiently.

The following topics are covered:

- Remote Support
- Component hierarchy relevant for this application

For more information refer also to https://help.sap.com/viewer/p/SAP_MASTER_DATA_GOVERNANCE > Application Operations Guide.

Remote Support Setup

To set up remote support the following connection types should be opened in the Service Connection maintenance screen:

- R/3 Support
- HTTP connect – URL Access – Due to limitations of the Solution Manager, HTTP connections cannot be passed through the Partner Support Portal. If the incident requires debugging or observation of the UI processes, the customer needs to avail themselves for a screen sharing session with Utopia’s support team.

For more information, see SAP Note [592085](#).

SAP Component List

XX-PART-UGI-AIW

Incoming messages are routed to SAP Global Partner Support first and then to Utopia.

SAP Component	Text	Routing (initial queue)
XX-PART-UGI		SAP Global Partner Support
"" – AIW	Asset Information Workbench by Utopia	SAP Global Partner Support

Problem Message Handover

For information about the processing of internal support messages and forwarding them to SAP, see SAP Help Portal at <http://help.sap.com> under Application Lifecycle Management > SAP Solution Manager > SAP Solution Manager 7.0 > SAP Library Incident Management > Service Desk.

To send problem messages to SAP, use the relevant ERP application component in the SAP application component hierarchy. For information on the component hierarchy names used to send tickets, see [SAP Component List](#).

Follow the instructions in SAP Note [1637249](#) to prepare your system before raising a problem message with SAP. The information provided by the note helps to improve the processing quality and speed by limiting the root cause area and avoiding messages being sent back due to missing or incorrect information.

For the AIW Add-On, support desk will be handled in the same manner as support for any other SAP issue. SAP Active Support will serve as both the Level 1 tier and Level 2 tier support groups and will send the Incident to Utopia Global Services as Tier 3 support if it cannot be resolved within the 1st and 2nd tier of the existing SAP Support Framework.

For Utopia Global Services to log into the client system, the following roles are assigned to the SAP Support User. Utopia Global Services will use the same protocols as SAP uses during troubleshooting and issue resolution.

For AIW and Personal Object Work List (POWL)

Role Name	Description
/UGI7/AIW_MENU	SAP Asset Information Workbench by Utopia: Menu
/UGI7/AIW_REQ	SAP Asset Information Workbench by Utopia: Requester
/UGI7/AIW_SPEC_EQUI	SAP Asset Information Workbench by Utopia: Specialist-Equipment
/UGI7/AIW_SPEC_FUNCLOC	SAP Asset Information Workbench by Utopia: Specialist-Functional Location
/UGI7/AIW_SPEC_MPLAN	SAP Asset Information Workbench by Utopia: Specialist-Maintenance Plan
/UGI7/AIW_SPEC_MSPOINT	SAP Asset Information Workbench by Utopia: Specialist- Measuring Point
/UGI7/AIW_SPEC_OBJLINK	SAP Asset Information Workbench by Utopia: Specialist- Object Link
/UGI7/AIW_SPEC_OBJ-NETWRK	SAP Asset Information Workbench by Utopia: Specialist - Object Network
/UGI7/AIW_SPEC_PMBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Material BOM
/UGI7/AIW_SPEC_EQBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Equipment BOM
/UGI7/AIW_SPEC_FLBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-Functional Location BOM
/UGI7/AIW_SPEC_WBSBOMHDR	SAP Asset Information Workbench by Utopia: Specialist-WBS BOM
/UGI7/AIW_SPEC_TLEQHDR	SAP Asset Information Workbench by Utopia: Specialist- Equipment-Task list
/UGI7/AIW_SPEC_TLFLHDR	SAP Asset Information Workbench by Utopia: Specialist- Funloc-Task list
/UGI7/AIW_SPEC_TLGNHDR	SAP Asset Information Workbench by Utopia: Specialist- General Task list
/UGI7/AIW_SPEC_WORK-CNTR	SAP Asset Information Workbench by Utopia: Specialist- Work Center
/UGI7/AIW_STEW	SAP Asset Information Workbench by Utopia: Steward

If the support is needed for LAM, then Refer to UGI EAM 1909 LAM roles.

To Trigger Work Items

Refer to AIW Configuration guide.

Appendix: Related Guides

Content	Location on SAP Service Marketplace
Master and Upgrade Guide for MDG AIW 1909	https://help.sap.com/viewer/p/AIW > AIW 1909 on S/4HANA > AIW 1909 Master and Upgrade Guide
Operations Guide for MDG AIW 1909	https://help.sap.com/viewer/p/AIW > AIW 1909 on S/4HANA > AIW 1909 Application Operations Guide

Configuration Guide for SAP AIW by Utopia	https://help.sap.com/viewer/p/AIW > SAP Help Portal for Asset Information Workbench 1909 on S/4HANA
SAP MDG Security Guide	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP Master Data Governance Security Guide for details. SAP Master Data Governance 9.2 > Security Guide.
High Availability	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > High Availability.
Starting and Stopping	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > Starting and Stopping.
Backup and Recovery	Utopia EAM leverages the standard SAP Framework and methods. Please refer to the standard SAP MDG Operations Guide for details. SAP Master Data Governance 9.2 Operations Guide > Backup and Restore.
Troubleshooting	For any identified issues, please refer to Support Desk Management

Important Notes

SAP Note Number	Title	Category
2518915	Release Strategy for SAP Asset Info Workbench by Utopia	Release Planning Information
2837674	Functional Restrictions in SAP AIW by Utopia	Functional Restriction Note
2837697	SAP Asset Info Workbench Release Information Note	Release Information Note